



STATE BOARD OF EQUALIZATION

ASSISTANT TAX SERVICE SPECIALIST

EXAM CODE: 8EQ44

OPEN SPOT – SAN FRANCISCO

California State Government provides equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

It is an objective of the State of California to achieve a drug-free state work force place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.

HOW TO APPLY

EACH APPLICANT MUST SUBMIT AN EXAMINATION APPLICATION (STD. 678) AND RESPONSES TO THE SUPPLEMENTAL ITEMS. (REFER TO THE EXAMINATION INFORMATION SECTION OF THIS BULLETIN FOR INSTRUCTIONS.)

State applications (Form STD. 678) may be mailed to:

**EXAMINATION AND RECRUITMENT SECTION
BOARD OF EQUALIZATION
450 N STREET MIC:17
PO BOX 942879
SACRAMENTO CA 94279-0017**

Applications may be delivered in person to the above street address.

SUPPLEMENTAL ITEMS MUST BE SUBMITTED WITH THE APPLICATION.

As indicated under EXAMINATION INFORMATION, applications received without the Supplemental Items will be eliminated from the examination process.

Do not submit applications to the State Personnel Board.

FINAL FILING DATE

January 13, 2009

Applications (Form STD. 678) must be **POSTMARKED** (e.g., United States Postal Service), or personally delivered no later than the final filing date.

Note:

Applications postmarked or personally delivered to the Human Resources Division, Room 317, 450 N Street, Sacramento, after the final filing date will not be accepted for any reason.

Do not send your application via interoffice or interagency mail. Applications received in this manner will not be accepted and cannot be returned pursuant to Government Code 174.

It is the personal responsibility of each examination candidate to submit an examination application within the timeframe and in the manner specified on this examination bulletin.

SPECIAL TESTING ARRANGEMENTS

If you are disabled and require special testing arrangements, mark the appropriate box in Part 2 of the "Application for Examination." You will be contacted to make specific arrangements.

SALARY RANGE

\$4619 - \$5616

ELIGIBLE LIST INFORMATION

A departmental open eligible list will be established for the Board of Equalization. The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

All applicants must meet the entrance requirements for this examination by January 13, 2009, the final filing date.

Experience: Either

1. Two years of experience communicating financial information to the public. or
2. Four years of experience in writing, reporting or editing for a newspaper, news service, radio or television station or in a position having major duties in the area of public relations or public information and involving communicating to the public. This experience must have developed the ability to be responsible for the conduct of a comprehensive public information program for a State agency. Writing experience, while an integral part of the above requirements, will not be considered qualifying in its self. (Experience in the California state service applied toward this requirement must have included at least one year performing the duties of a class at a level of responsibility equivalent to that of Assistant Information Officer.)

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION (Continued)	and Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for education on a year- for-year basis.)
SPECIAL PERSONAL CHARACTERISTICS	Ability to represent taxpayer interests in a technically oriented organization; demonstrated capacity for assuming progressively greater responsibility; emotional stability under stress; recognition of the public's need for assistance in understanding complex taxation procedures, and to effectively represent tax agency policies to the public; ability to gain the confidence and respect of those contacted in the work.
THE POSITION	Under direction, provides accurate and understandable information to the public concerning the tax laws, rules, and regulations administered by a tax agency; works effectively with legal staff; turns complex language into easily understandable terms; and to do other related work. Various positions may require the incumbent to be fingerprinted. Positions exist with the Board of Equalization in San Francisco only.
EXAMINATION INFORMATION	This examination will consist of a Supplemental Items evaluation weighted 100%.

Supplemental Items – 100%

Each applicant for this examination must complete and submit his/her responses to the Supplemental Items according to the instructions shown below by **January 13, 2009**, the final filing date. Applications received **without** the Supplemental Items **will be eliminated from the examination process**.

GUIDELINES FOR RESPONDING TO THE SUPPLEMENTAL ITEMS:

When responding to the Supplemental Items, please follow the guidelines below:

- Your responses must be typewritten or generated by a computer on 8 1/2" x 11" paper.
- Your response for each item must **not** exceed 1 typed page (12-point font).
- Put the **examination title** and **your name** at the top of each page.
- Make sure your responses are **complete, specific, clear** and **concise**.
- Answer each item number separately and indicate the corresponding item number for each response.
- Each response will be independently evaluated; therefore, it is important that you provide a complete response to each item.

NOTE: Resumes, letters and other materials WILL NOT be evaluated or considered as responses to the Supplemental Items. However, they will be used to determine eligibility for admittance to the exam.

SUPPLEMENTAL ITEMS

When responding to the following items, provide specific examples from your background giving details of your role, responsibilities and/or methods used. Omitted information cannot be considered or assumed.

Item #1

Please describe your experience and the methods you have used in writing and editing.

Item #2

Please describe your experience in all aspects of planning an event.

Item #3

Please describe your experience organizing, designing and producing technical printed materials including electronic print production.

Item #4

Please describe your experience interpreting technical information like regulations and tax laws to produce any of the following:

a.) Information used by staff:

- Handbooks
-

EXAMINATION INFORMATION
(Continued)

- Guidelines
 - Internal publications
 - Other
- b.) Information available to the general public:
- Articles
 - Brochures
 - Notices
 - Pamphlets
 - Newsletters
 - News releases
 - Speeches/talking points
 - Other

Item #5

Please describe your experience maintaining cooperative relationships:

- a.) With the press or other media outlets
- b.) With tax practitioners
- c.) With technical writers, lawyers and scientists

Item #6

Please describe your experience writing, reporting or editing for each of the following areas:

- a.) In a position having major duties in the areas of public relations or public information and involving communicating to the public.
- b.) A newspaper, magazine or periodical
- c.) A news service
- d.) A radio or television station

EXAMINATION SCOPE

The knowledge and abilities needed to perform in this classification are shown below:

A. Knowledge of:

1. Process of translating complex tax laws, rules, and regulations into lay terms.
2. Methods used to determine public needs for facts and guidance.
3. Methods of editing publications and forms.
4. Communications channels, methods, and procedures.
5. California state revenue and taxation programs.

B. Ability to:

1. Encourage proper compliance with tax laws.
2. Anticipate industry-wide tax problems and stimulate the development of answers and their dissemination to the public.
3. Develop new and imaginative approaches in organizing and directing major segments of a statewide communications and education program.
4. Communicate effectively.
5. Establish and maintain cooperative relations with the press and tax practitioners.
6. Organize and lay out printed materials.
7. Analyze situations accurately and take effective action.

VETERANS PREFERENCE POINTS

Veterans' preference credit will not be granted in this examination since it does not qualify as an entrance examination under the law.

NOTIFICATION OF EXAMINATION RESULTS

Results from the examination will be mailed to the candidate approximately 6 – 8 weeks after the examination process is completed.

QUESTIONS?

If you have questions concerning this examination, please call the California State Board of Equalization, Examination and Recruitment Section at (916) 324-4807. You may also contact the California State Board of Equalization in writing at 450 N Street, MIC 17, Sacramento, California, 95814.

GENERAL INFORMATION

It is the candidate's responsibility to contact the Board of Equalization's Examination and Recruitment Section in Sacramento (916) 324-4807, CALNET 454-4807, three days prior to the written test date if he/she has not received his/her notice.

For an examination without a written feature it is the candidate's responsibility to contact the Board of Equalization's Examination and Recruitment Section in Sacramento (916) 324-4807, CALNET 454-4807 three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of oral interview, self-assessment report or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

Applications are available at State Personnel Board offices, local offices of the Employment Development Department and the Department noted on the front. Applications may also be downloaded from the State Personnel Board web site at <http://www.spb.ca.gov>.

If you meet the requirements stated in this bulletin, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described in this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

The Board of Equalization reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire within one to four years unless otherwise stated on this bulletin.

Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2 and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or at the Information Counter of State Personnel Board offices.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required.

Interview Scope: If an interview is conducted, in addition to the scope described in this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

College Education: The qualifications meeting the requirement "Equivalent to graduation from college" means satisfaction of the requirements for the bachelor's degree from an accredited, recognized institution of higher education. This means the applicant must show receipt of a bachelor's degree. Acceptable college course work must be from an accredited, recognized institution approved by the California Superintendent of Public Instruction under the provisions of California Education Code Section 94712.

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device. Calls may be placed using the following relay system.

California Relay Telephone Service for the Deaf or Hearing Impaired:

From TDD phones: **1-800-735-2929**

From voice phones: **1-800-735-2922**